

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name Dept. For Children and Families		9. Position Number K0066299	10. Budget Program Number 23611
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Program Consultant II	
3. Division Kansas City Region		12. Proposed Class Title	
4. Section Customer and Community Services		13. Allocation	
5. Unit Customer and Community Services – Customer Affairs		14 (a). Effective Date	14 (b). FLSA Code
6. Location (address where employee works) City County		15. By Approved	
7. (Circle appropriate time) Full Time Perm Inter Part Time Temp %		16. Audit Date: By: Date: By:	
8. Regular Hours (circle appropriate time) From: 8:00am AM/PM To: 4:30pm AM/PM		17. Position Reviews Date: By:	

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

This is a professional level position within Customer and Community Services Unit. The primary mission of this position is to 1) assure high quality public relations through the Office of Customer Affairs in the Kansas City Region and 2) work with the assistant regional director of customer and community services in the development, monitoring, and management of new initiatives, working with existing community coalitions and resources including the facilitation of public and community partnerships.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name: Macie L. Houston

Title: Assist. Regional Director

Position Number: K0214660

Who evaluates the work of an incumbent in this position.

Name: Same

Title: Same

Position Number: Same

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

- d) Which statement best describes the result of error in action or decision of this employee.
- () Minimal property damage, minor injury, minor disruption of the work flow.
 - () Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
 - (X) Major program failure, major property loss, or serious injury of incapacitation.
 - () Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No.	%	E O R M	
1.	10	E	Community Development: Facilitates community development by creating cohesive relationships with community partners. Represents the Agency as a partner by serving on committees, boards, coalitions or councils within the community to engage with the community to identify and address emerging or existing issues and opportunities. Maintains a focus on the Agency Mission, Vision and Values and promotes a prevention and systems perspective while seeking strengths based solutions.
2.	50	E	Public Relations: <u>Customer Affairs:</u> Responds promptly to requests from customers and through Central Office, Governor's Office, and the general public. Listens empathetically to concerns, analyzes the situation, directs issues to appropriate SRS staff, tracks for proper handling, prepare responses for Central Office, DCF Secretary, Governor's office.
	20	E	<u>Community Education:</u> Promotes a positive image of DCF through educating community partners about the agency and working to meet the needs of the community. Possesses expert knowledge of agency/regional programs. Speaks to community groups, addresses issues/concerns or connects the appropriate persons within the agency for resolution. Facilitates the planning and coordinating events as appropriate.
3.	10		Outreach: Develops and promotes opportunities to educate the public about DCF services by enhancing their knowledge of programs available that increase the utilization of services for which individuals and families may be eligible. Engages community partners who interact with mutual customers. The Food Assistance program is of primary interest.
4.	10		Resource Connection/Special Project: Develops opportunities for DCF staff and community partners to learn about each other's services and resources and effective referral and service coordination processes. Determines areas of need for services and seeks to locate and/or identify and participate in the development of resources in the KC Region community.
			<i>In addition to the tasks above, the incumbent is expected to demonstrate a commitment to customer service and integrated service delivery. The incumbent will participate fully in integrated service team activities and work effectively with all other divisions to improve community collaboration, office operations and outcomes agency wide.</i>

* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Customers will not receive appropriate services. Opportunities for new or expanded resources in the community could be lost. Access to services for SRS consumers and the community could be lost. Negative image of SRS with customers and in the community.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- () Plans, staffs, evaluates, and directs work of employees of a work unit.
- () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title

Position/KIPPS Number

Not applicable

Not Applicable

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily contact to accomplish the above tasks are made with SRS regional staff, administrators, contracting agencies, providers, and members of the community.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Risks are those typical of any office environment. Automobile travel and on-site visits may constitute a slight risk.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

General office equipment, computer, telecommunications, state/personal vehicle may be used daily.

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

One year of experience in planning, implementing and monitoring activities relevant to the agency's programs. Education may be substituted for experience as determined relevant by the agency.

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

Two years of experience in Human Services as a case manager, supervisor or administrator. Two years of experience collaborating with partners to develop services/resources.

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

Frequent movement about the community, transporting boxes of literature and display materials, setting up and tearing down displays.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

To ensure the safety of employees and customers, Kansas City Region staff and vendors are expected to display their access badges when at the work site, and to comply with approved safety policies and procedures posted on the regional webpage.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing
Authority

Date